Virginia Department For Aging And Rehabilitative Services

Ticket-To-Work Procedures

Counselor Procedures

A. At VR application/Intake

1. For anyone receiving SSI or SSDI (Disabled Worker Claimant, Adult Child Disability Benefits, and Family Benefits), counselor obtains the dollar amount from the client and inputs the amount in AWARE Application screen Financial Information Section. Consistent with SSA confidentiality policy, counselor is not permitted to obtain dollar amount from DARS G&SP staff.
2. Counselor keeps proof of the SSA amount in the client's record.
3. If client receives SSI, counselor presumes client is eligible with at least 1 SFL. Client is exempt from financial participation.
4. If the SSDI is for Disabled Worker Claimant or Adult Child Disability Benefits, counselor presumes client is eligible with at least 1 SFL and client is exempt from financial participation. This does not apply to clients with SSDI Family Benefits or Survivor Benefits, because they have NOT been personally determined eligible for SSDI and are receiving SSDI based on the disabled, retired, or deceased parent/spouse SSDI-eligibility status.
5. If client receives SSI or SSDI (including SSDI Family Benefits and Survivors Benefits), counselor inquires if the client has SSA Ticket To Work.
6. The client keeps his/her original physical Ticket. Counselor may keep a copy of the Ticket in the case file.
7. If client has a Ticket that is NOTassigned or in use with any EN, counselor explains that the Ticket will be automatically be placed "in use with DARS" at the VR Employment Plan Signature Date as a term and condition of the Plan.
8. If the client has a Ticket that is ALREADY assigned or in use elsewhere, the services provided under the Ticket by the other entity will be a Comparable Benefit and must be used before using VR case service dollars.
9. Counselor sends a Release to DDS if DDS medical records are needed to document eligibility codes (impairment, cause, SD/MSD/NSD).
10. In the AWARE Intake screen Financial Information Section, counselor checks the appropriate SSI and SSDI status as "Yes", "No", "Pending", or "Not an applicant."

B. During Eligibility Assessment

1. Counselor asks client to provide verification of benefit status Ticket eligibility. It is not necessary for the client to have a physical Ticket in order for it to be placed "in use with DARS" or assigned to DARS.
2. Counselor reviews the Case Maintenance Screen to ensure the SSA Benefit information is correct and current.
3. Counselor completes Eligible screen.

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C. During Program Planning

1. Clients with SSI, SSDI Disabled Worker Claimants and age 18+ with SSDI Adult Child Disability Benefits (not SSDI Family Benefits or Survivors Benefits or OASI retirement) are exempt from financial participation and counselors use Part 1 of the RS-13 :"short form" Client Financial Participation. Use Part 2 of the RS-13 "long form" for all other SSDI beneficiaries and other clients.
2. For school training cases, on RS-25, School Financial Aid Officer enters the EFC on page 1. Counselor enters $0 EFC on page 2 for SSI recipients and SSDI Disabled Worker Claimants and SSDI Adult Child Disability Benefits and enters the actual EFC for other SSDI beneficiaries (Family Benefits or Survivor benefits) and all other clients. if counselor is authorizing $5,000or more for the year, counselor must refer all clients receiving SSI or SSDI (including Family Benefits and Survivors Benefits) to Work Incentive Services Advocate (WISA) and the client must participate in WIS. Counselor must include WIS participation in the Employment Plan for these cases as a term, condition or consumer responsibility.
3. If the client has a Ticket that is ALREADY assigned or in use elsewhere, counselor asks to see the IWP from the EN to determine which services are already being provided under the Ticket. Check the Ticket status on <u>AWARE Ticket To Work page</u>.
4. If client has assigned a Ticket to another EN but wants to reassign Ticket to DARS for VR services, counselor contacts G&SP staff before developing the IPE. Detailed procedures to unassign a Ticket from one EN to DARS are posted on the Intranet under Grants and Special Programs and the topic Ticket to Work. Cost-sharing arrangement for client who assigns a Ticket to an EN will be determined by the EN Agreement with DARS.

D. At IPE Signature Date

1. Counselor ensures the client signs Employment Plan exactly as name appears on the client's Social Security Card. Client signature on the IPE is confirmation that if eligible the client will be entered into the Ticket To Work program. Client signature on <u>"Ticket Assignment Form" SSA-1365</u> <u>**is not required**</u>. However, if a client wants to sign the SSA-1365 form, counselor fills out the form **(counselor does <u>not</u> sign as the State VR Agency Representative),** obtains client signature, and sends the form to Ticket to Work Coordinator in G&SP unit with a note that this is a new client developing an IPE and you are submitting a signed 1365.
2. For everyone receiving SSI or SSDI (including Family Benefits or Survivors Benefits), counselor e-mails SSI/SSDI verification request to G&SP staff if SSI or SSDI benefits are not already verified by the Ticket To Work Coordinator and indicated in <u>AWARE Ticket To Work page</u>. Verification request must contain client PID # only.

    NOTE: Typos, transposed numbers, temporary SSN, name misspellings, incomplete or inaccurate information, etc. will not be recognized at SSA, will cause the verification process to start over, and may delay case closure depending upon the timing. Temporary SSNs usually start with "99" and cannot be used to verify SSI or SSDI. Inform clients that this is a proper use of the real SSN because it is being provided to SSA for SSA purposes as intended by federal law.

3. For clients with a Ticket, counselor checks the AWARE Ticket To Work page. If AWARE does not indicate that the client has been verified as receiving SSI or SSDI, counselor e-mails verification request to G&SP staff. Verification request must contain client PID # only.

   NOTE: Typos, transposed numbers, temporary SSN, name misspellings, incomplete or inaccurate information, etc. will not be recognized at SSA, will cause the verification process to start over, and may delay case closure depending upon the timing. Temporary SSNs usually start with “99” and cannot be used to verify SSI or SSDI. Inform clients that this is a proper use of the real SSN because it is being provided to SSA for SSA purposes as intended by federal law.

4. G&SP staff enters the client data into the SSA State Verification Exchange System (SVES) to place the client Ticket To Work “in use With DARS.” SVES is a SSA system made available to DARS through agreement with the Virginia Department of Social Services.

5. The SVES verification process takes a minimum of two business days and often longer. DARS staff does not have access to the verification results in “real time” as data is entered. G&SP staff checks SVES daily for the result, interprets it, updates AWARE, and sends a confirmation e-mail to the counselor.

E. After IPE Signature Date

If client SSA benefits begin after IPE signature date, counselor must nofiy the Ticket to Work Coordinator that SSA benefits have begun so Coordinator can notify MAXIMUS to place the Ticket “in use with DARS” and update AWARE. Coordinator updates the AWARE Ticket To Work page.

F. At Employed Status

When moving the SSI/SSDI case into Employed status, If AWARE does not indicate that the client has been verified as receiving SSI or SSDI, counselor e-mails verification request to G&SP staff. Verification request must contain client PID # only.

G. At Closure

1. If the SSI or SSDI case has reached Service or Service – J status, AND is being closed as “Other” (including from PES status), DRS staff requests SSI/SSDI verification at the same time the Closure Notice is sent to the client. Verification request must contain client PID # only.
2. If the case is already in Employed status but verification has not been requested, DRS staff requests verification 10 days before the Closed-Rehab date (see D4 for request content). Verification request must contain client PID # only.

3. In AWARE Closure Documentation screen, counselor enters SSA Benefits dollar amount received at closure.
4. Counselor checks AWARE Ticket to Work page to ensure SSI/SSDI verification status is current. If the client's SSI/SSDI information has not been verified by G&SP, AWARE will not allow the counselor to close the case. If the Ticket information is incorrect or not verified, the counselor contacts the Ticket to Work Coordinator immediately so that the information can be corrected.
5. For Closed-Rehab status, counselor must use the Closed Rehab Partnership Plus Closure Letter.

Procedure if client decides to change to a different EN

1. If the client has given the Ticket to DARS and decides to move it to another EN, counselor helps the client write a letter to Maximus requesting a change.
2. If Maximus approves the change, the counselor contacts Joe Ashley or Ben Blumenthal in G&SP to determine what if any cost sharing arrangement has been made by the EN with DARS.

Procedure for a Lost Ticket

Counselor instructs client to call Maximus at (866) 968-7842 to request a duplicate Ticket.

G&SP Procedures

1. G&SP receives an AWARE weekly report of all new IPEs signed.
2. Within 10 days of IPE Signature Date, G&SP staff enters the client data into the SSA State Verification Exchange System (SVES) to place the client Ticket To Work "in use With DARS." SVES is a SSA system made available to DARS through agreement with the Virginia Department of Social Services.
3. The SVES verification process takes a minimum of two business days and often longer. DARS staff does not have access to the verification results in "real time" as data is entered. G&SP staff checks SVES daily for the result, interprets it, updates AWARE Ticket To Work page, and sends a confirmation e-mail to the counselor.
4. If counselor forwards a Ticket Assignment Form" SSA-1365 that the client signed at Plan Date, G&SP staff delete the automated form for that client from the system.
6. For client not in the EN pilot, Ticket to Work Coordinator places the client's Ticket "in use with DARS" (DO NOT assign the Ticket) and updates AWARE Ticket To Work page.
7. For clients entering one of the EN pilots, Ticket to Work Coordinator contacts MAXIMUS to determine if the Ticket can be assigned to DARS. If so, Ticket to Work Coordinator, with assistance from the counselor, completes the "Ticket Assignment Form" (SSA-1365). The

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counselor obtains client signature on the SSA-1365 form. The Ticket to Work Coordinator (NOT counselor) signs on the line for State VR Agency Representative and subimits it to Maximus for Ticket assignment (DO NOT "place in use with DARS"). Counselor and Ticket to Work Coordinator keep a copy of the SSA-1365 form in client's record.

5. A Confirmation Letter from Maximus usually takes about three weeks. It is sent to Ticket to Work Coordinator and client.
6. Ticket to Work Coordinator sends a copy of Confirmation Letter from MAXUMUS to counselor for client's record.
7. G&SP staff enter the Ticket assignment in AWARE Ticket to Work page.
8. All paperwork is filed in G&SP.